

Ref: FOI/CAD/ID 2718

**Please reply to:**  
FOI Administrator  
Trust Management  
Service Centre  
Maidstone Hospital  
Hermitage Lane  
Maidstone  
Kent  
ME16 9QQ  
Email: mtw-tr.foiadmin@nhs.net

27 October 2015

### **Freedom of Information Act 2000**

I am writing in response to your request for information made under the Freedom of Information Act 2000 in relation to contact centre information.

*I wish to submit to the organisation a freedom of information request relating to the organisations:*

1. *Contact centre/call centre contracts*
2. *Inbound network services contracts*

*Please send me the following information for each provider:*

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*

We use Netcall as a contact centre application  
Inbound telephony we use Gamma Telecom

2. *Annual Average Spend: the annual average (over 3 years) spend for each supplier*

Netcall – £31,495 (09/14-09/15)  
Gamma – service management £130,000/year

3. *Contract Expiry: the date of when the contract expires.*

Netcall – rolling yearly – renewed every April  
Gamma - April 2017

4. *Contract Review: the date of when the contract will be reviewed.*

At above renewal points

5. *Contract Description: a brief description of the services provided of the overall contract.*

Netcall - Outbound call management & call centre application  
Gamma – PSTN services

6. *Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*

Procurement falls within the remit of the Finance Director Steve Orpin, 01622 729000.

7. *Number of Agents; please provide me with the total number of contact centre agents;*

Netcall – approx. 250 – we have a site wide license

8. *Number of Sites; please can you provide me with the number of sites the contact centre covers.*

2 sites

9. *Manufacturer of the contact centre: Who is the manufacturer of the contact centre system that you operate?*

Netcall

10. *Busy Periods: Please state the month(s) which the contact centre is at its highest/busiest during the year. This can be based upon the number of calls. Your provider may be able to tell you quicker. E.g. JAN-MAR, APR, JUNE*

Flat distribution – busiest every Monday

11. *Do you use Microsoft Exchange 2003 as your email server? If not, then which product do you use?*

We are an exclusive NHS Mail user

12. *Number of email users: Approximate number of email users across the organisations.*

4000

*Please add any further comments attached to this contract if there are any changes coming to the organisation with regards to contact centres.*

Not applicable.

*The second part of my request relates to the use inbound network services contracts which could relate to one of the following:*

1. 0800, 0845, 0870, 0844, 0300 number – currently VMB
2. Routing of calls – Gamma
3. Caller Identifier – we do not send caller id
4. Caller Profile- linking caller details with caller records not used
5. Interactive voice response (IVR) - not used

*For contract relating to the above please can you provide me with?*

1. *Incumbent Supplier: For each of the contract(s) please can you provide me with the supplier of the contract.*
2. *As above direct with supplier via CCS Framework*
3. *Annual Average Spend: the annual average (over 3 years) spend for each supplier*

Netcall – £31,495 (09/14-09/15)

Gamma - forecast to be £120,000/year

4. *Contract Expiry: the date of when the contract expires.*

As above

5. *Contract Review: the date of when the contract will be reviewed.*

As above

6. *Contract Description: a brief description of the services provided of the overall contract.*

Netcall – contact centre application

Gamma – PSTN services

7. *Contact Details: The person from within the organisation responsible for the contract. Please provide me with their full name, actual job title, contact number and direct email address.*

Procurement falls within the remit of the Finance Director Steve Orpin, 01622 729000.